Manager of Research Services – Any California Office

Best Best & Krieger LLP is a nationally recognized law firm focused on delivering effective and client-service oriented solutions to complex legal issues facing public agencies, businesses and individuals across the U.S. BB&K is proud to trace the firm’s success back to the groundwork of professionalism and community service laid by its founders 135 years ago. Today, with nearly 250 attorneys in offices throughout California and in Oregon and Washington, D.C., we efficiently and meaningfully assist our clients with complex, multi-disciplinary issues and provide creative solutions.

At BB&K, we place a high degree of value in creating and nurturing a work environment that attracts the best talent and reflects our commitment to inclusiveness and collaboration. We are proud of our diverse workplace, where we respect and value our colleagues for their unique perspectives and experiences.

Best Best & Krieger LLP has an opening for an innovative Manager of Research Services. This position is responsible for the efficient direction, organization and operation of the Research Services department. The Manager of Research Services will actively assist attorneys, paralegals, legal secretaries and other staff on the use of legal research resources and facilitate cost-effective legal research through his/her extensive knowledge of research resources.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Ability to collect, analyze, evaluate, research, teach and disseminate information to facilitate accurate decision-making.
2. Conduct in-depth analysis in a wide range of areas including practice-specific areas of law, business intelligence, public records, legislative history, medical and news/media.
3. Support firm’s business development and strategic initiatives
4. Train attorneys, paralegals, secretaries and other staff on the use of the internet-based legal research programs such as Westlaw and resources such as electronic journals, online court dockets and legislative materials.
5. Conduct periodic reviews of services and resources for cost effectiveness and practice relevance with an eye toward improved service and research efficiencies.
6. Managing the operations of the Research Services department, including monitoring budgets and allocating, organizing and disseminating legal resources.
7. Promote research services and resources to other departments, the firm, vendors and etc.
8. Perform topical research for attorney blogs, newsletters, firm websites and other media.
9. Craft annual department budget and negotiate contracts
10. Coordinate technical services and troubleshoot technical issues.
11. Supervise and evaluate the Research Services department staff.
12. Work within deadlines and effectively handle stress.
13. Establish effective working relationships and appropriately interact with others.
14. Other responsibilities as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Effective interpersonal and communication skills, both verbal and written.
2. Exercise appropriate judgment regarding sensitive confidential matters.
3. Excellent organizational skills and attention to detail.
4. Working knowledge of iManage and Microsoft Office Applications (Word, Excel, PowerPoint, Outlook and etc.)
5. Work independently and thrive as part of a team.
6. Service-oriented, attuned to technical trends and provide effective leadership.
7. Excellent research and analytical skills.
8. Working knowledge of legal reference sources, legal publications and computerized legal research platforms.
9. Strong critical thinking and problem solving skills are required to analyze and identify the best research resources and to resolve complex issues using technology.
10. Excellent time management and project management skills.
11. Extensive knowledge and experience with Westlaw, Vital Law and other legal and non-legal databases.
12. Strong commitment to excellent client services.

JOB COMPETENCIES / SUCCESS FACTORS:

• Foundational knowledge of the legal system and legal information services
• Gather information through effective and efficient research strategies
• Critically evaluate information and/or apply information effectively to resolve a specific issue or need
• Integrity / Reliability
• Teamwork / Team Player
• Logical Reasoning Skills / Problem Solving Skills / Conflict Resolution
• Innovation
• Analytical Thinking / Creative Thinking
• Decision Making Skills / Management Skills
• Adaptability
• Organizational Skills
• Communication Skills / Interpersonal Skills / Public Speaking Skills
• Detail Oriented
• Work Ethic
• Strong Technology Skills

QUALIFICATIONS:

1. Bachelor’s degree or equivalent is required.
2. Master’s degree from an American Library Association (ALA) accredited program is preferred.
3. Must have at least 5 years relevant experience in a law firm Library Department.

WORK ENVIRONMENT:

1. Best Best & Krieger LLP supports a hybrid in-office/remote working schedule.

This position can reside in any California office and offers a hybrid in-office/remote working schedule.

To view this position, https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=74236&clientkey=8CD10E39F265C0CA18F20642BC289A7C

No phone calls or emails.

Best Best & Krieger is an equal opportunity employer.